AMENDMENTS TO THE DRAWINGS

Please replace Figs. 5.1-5.7, Figs. 7.1-7.2, Figs. 8.1-8.2 and Figs. 11a.1-11d.3 with the

attached amended figures on drawing pages numbered 6-9, 11-12, 16-23.
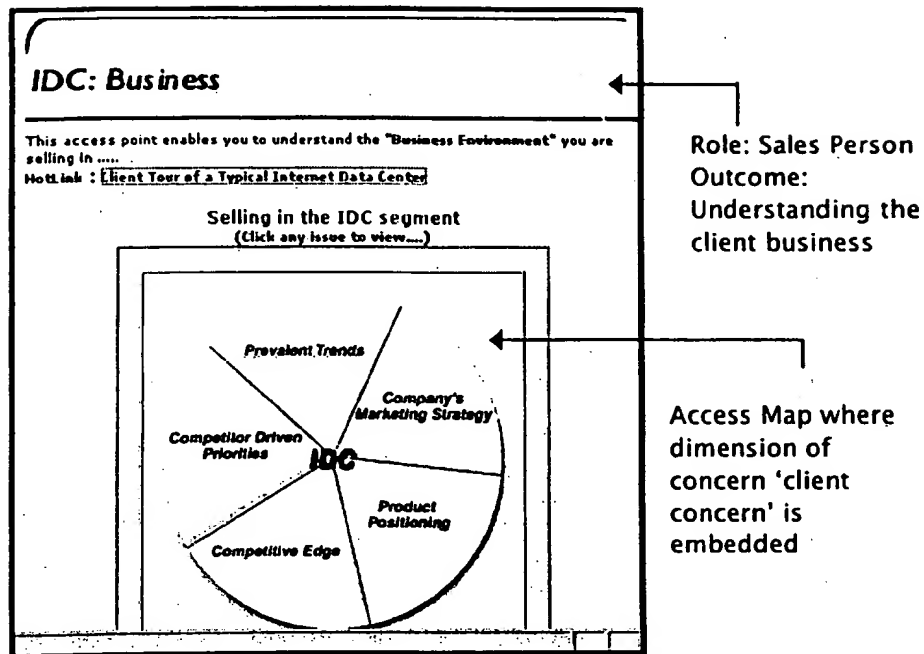
FIG. 5.1 EXAMPLE OF INDOC OPERATIONS

IDC: Business

This access point enables you to understand the "Business Environment" you are selling in ....
Hot Link : Client Tour of a Typical Internet Data Center

Selling in the IDC segment
(Click any issue to view....)

Prevalent Trends

Company's Marketing Strategy

Competitor Driven Priorities

IDC

Product Positioning

Competitive Edge

Role: Sales Person
Outcome:
Understanding the
client business

Access Map where
dimension of
concern 'client
concern' is
embedded

FIG. 5.2

Key Market Trends

Company Statistics

News & Analysis

Analyst Comments

Access to
knowledge
fragment
sharing
interfaces

Document clusters delivered
around access map outcome
'understanding the client
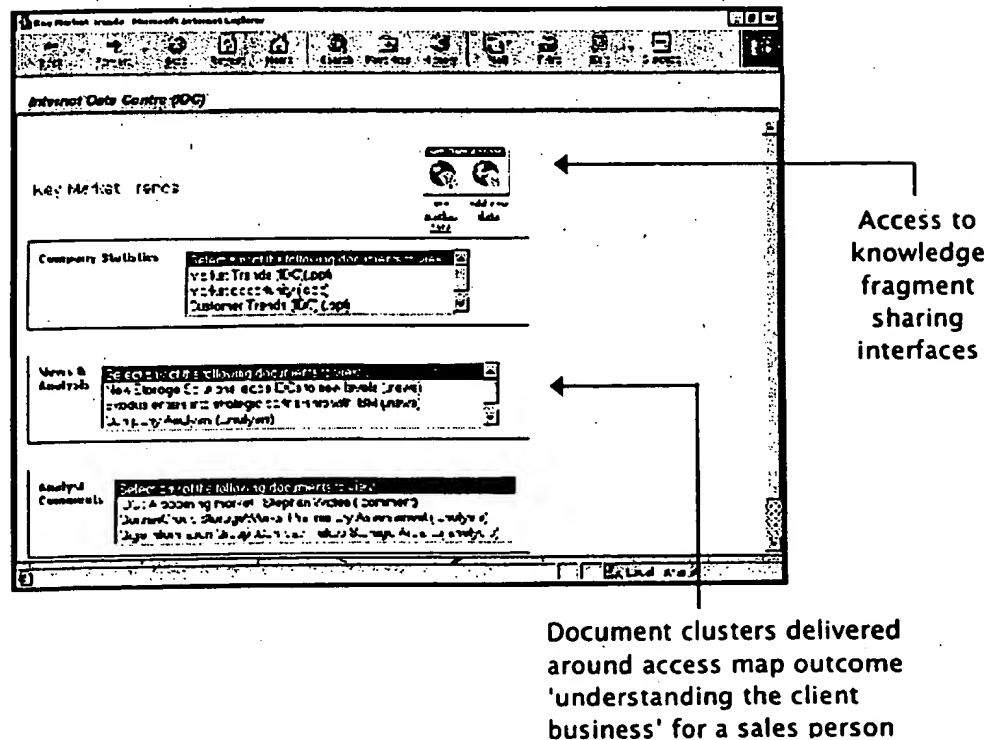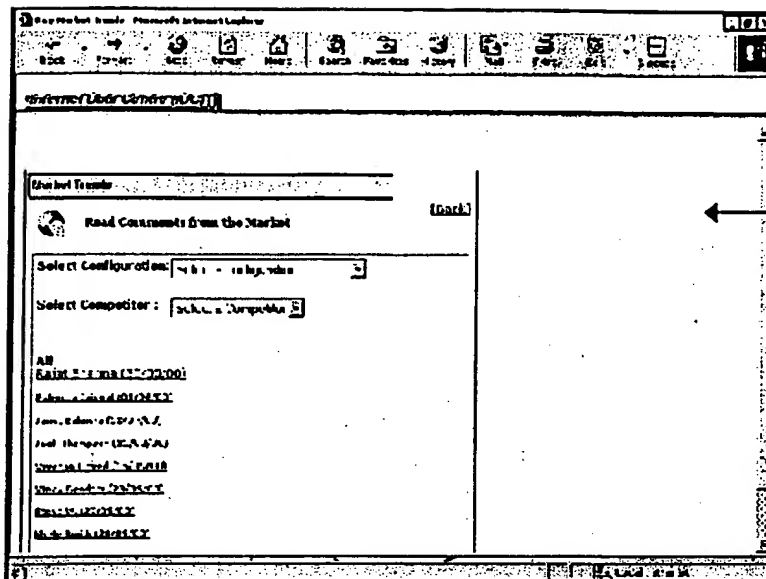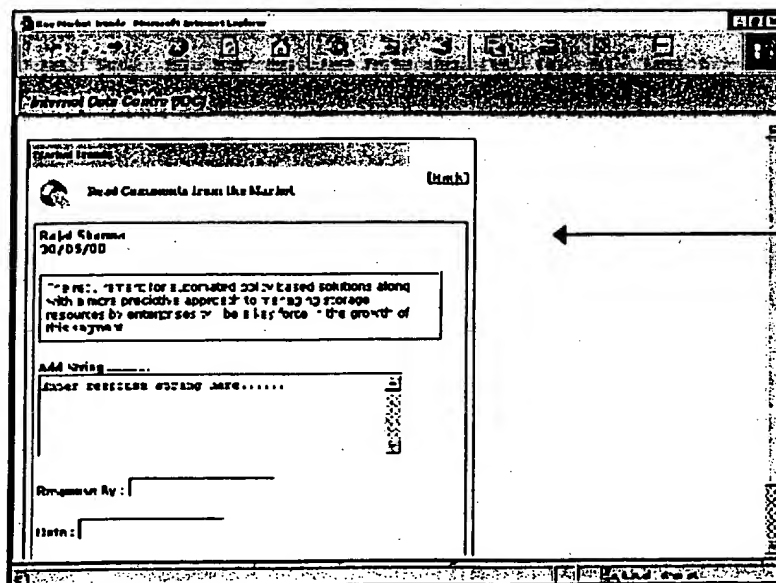business' for a sales person

FIG. 5.3

Orthogonal
dimensions of
concern
- Client
  concern
  (embedded)
- Configuration
  (optional)
- Competitor
  (optional)

FIG. 5.4

View knowledge
fragments and
append strings
to existing
fragments

FIG. 5.5

Point of use 'understanding client market trends'

Internal Data Centre (IDC)

Market trends

Add New Market Data

[Back]

Response By:
Date:
Select Configuration:
Select Competitor:
Enter Market Data

Add new knowledge fragments and choose dimensions of concern at one point of use
- Client concern (embedded)
- Configuration (optional)
- Competitor (optional)

FIG. 5.6

Storage Requirements: IDC: Level 2

This access point aims at arming you with complete solution information, relevant to the solutions for the client, "at his point of evolution" ...

Products and Solutions specific to IDCs in Level 2 (Click to view)...

Product Interest

▸ Disk Drives

▸ Storage Enclosures

▸ RAID controllers

▸ RAID Storage Systems

▸ Storage Software

Solution Interest

▸ Bi-directional data rep mgr

▸ Departmental DataSafe

▸ Enterprise Backup Solution

▸ Network Attached Storage

Role: Sales Person
Outcome: Knowing the product being 'sold'

Access map where 'configuration' is embedded

FIG. 5.7

Point of use 'knowing about the product'

Specifying 'points of concern' within an orthogonal dimension of concern

Retrieve knowledge fragments through different points of use around different outcomes, on common dimensions of concern
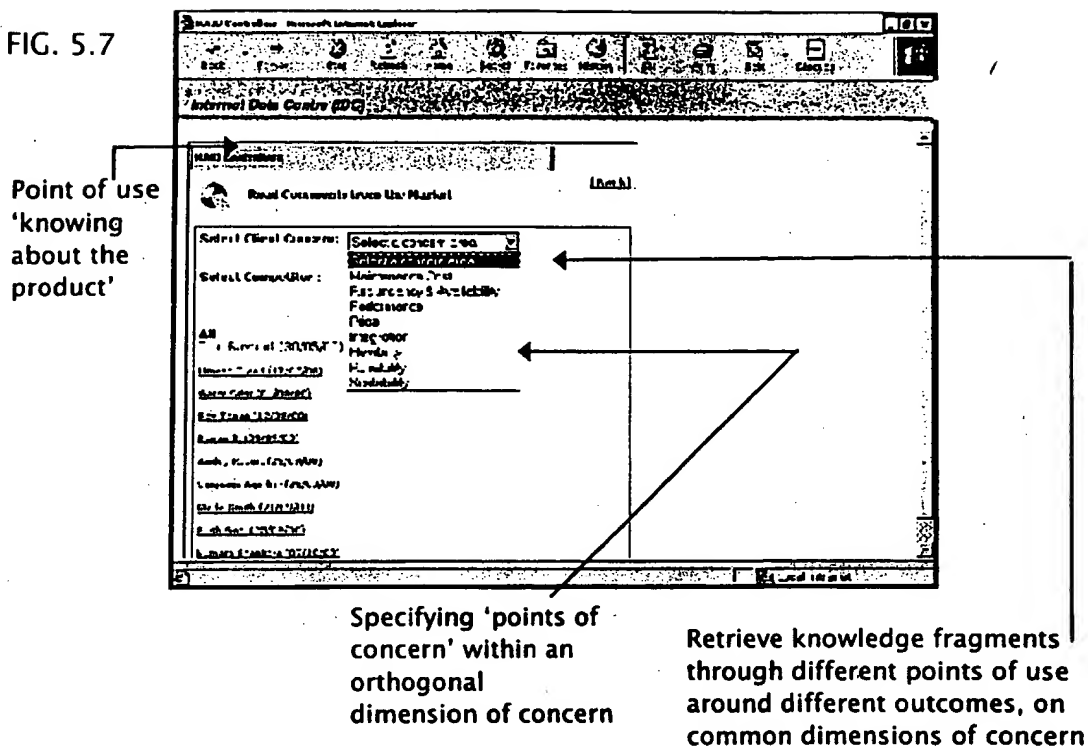
FIG. 7.1: DISTINCT SHARING LAYERS BASED ON OUTCOME LEVELS/
PERSPECTIVES FOR ANY ORGANIZATION – LAYERS

(Outcome Level 1)
'Deliverables' layer

(Outcome Level 2)
'Know Hows' layer

(Outcome Level 3)
'Actionables' layer

(Outcome
Level 4)
Content
Core
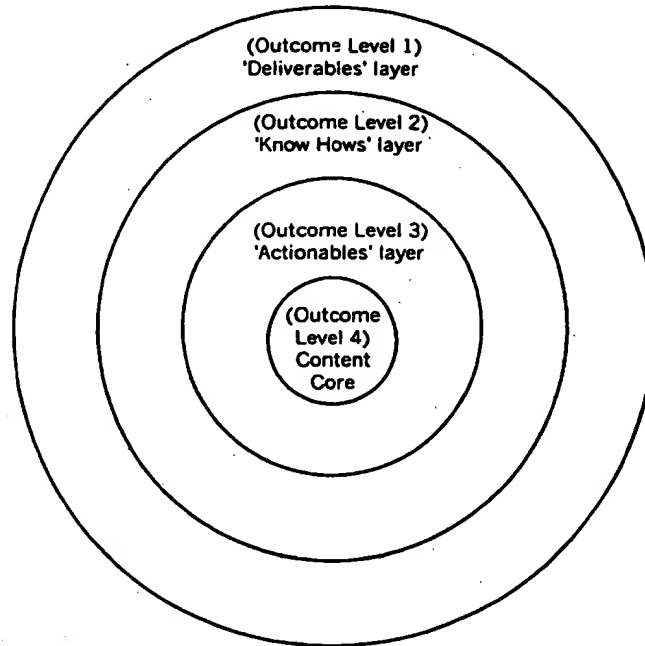
FIG. 7.2: Content Sharing in each Layer

Knowledge
Encounter Map

User

IT

IT

CH   CH   CH

Corresponds to
outcome level 1

IT

CH   CH   CH

Corresponds to
outcome level 2

IT

CH   CH
CH   CH

Corresponds to
outcome level 3
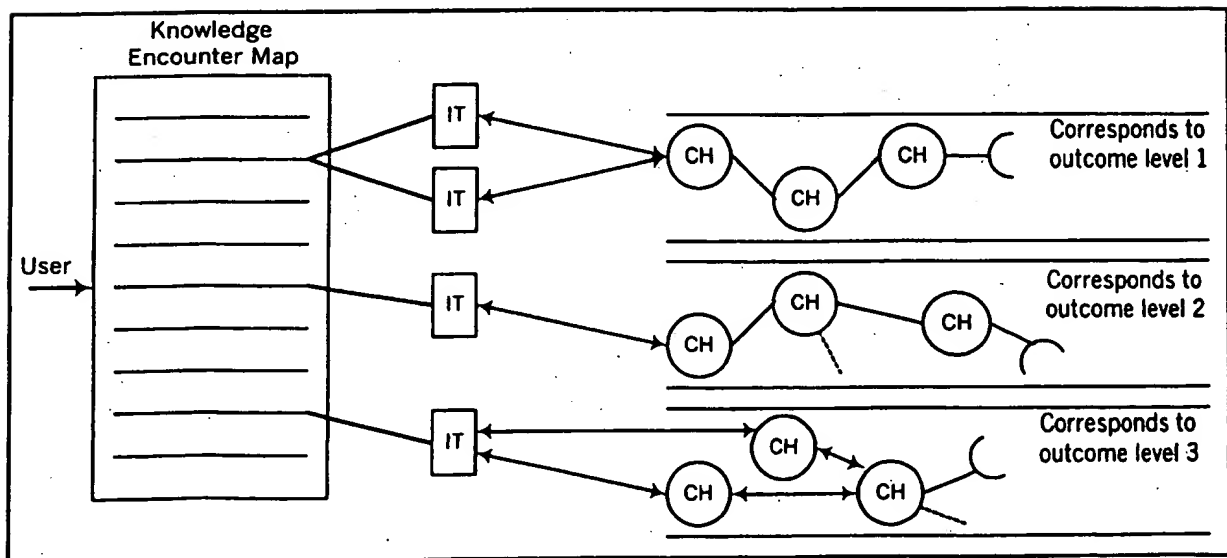
IT: InDoC Tool
CH: Content Hub

FIG. 8.1: BASIS FOR KNOWLEDGE FRAGMENT SHARING PROTOCOL
– Dimensions of Concern

Role: Sales person
Outcome: Understanding client business

Configuration (variable)

Competitor
(variable)

Point of concern (eg. reliability
maintenance costs, etc.)

Client concern
(embedded)

FIG. 8.2: Example

Outcome: Understanding Client Business
Competitor Radar: IDC: Level 2

► Dell
► IBM
► Sun
► Digital
► Wipro
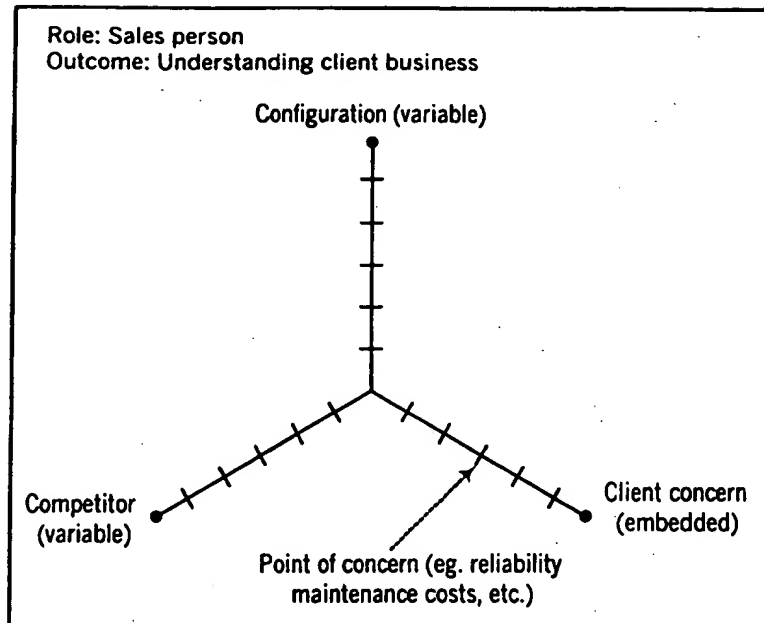
Points of concern
within orthogonal
dimension

Orthogonal dimensions of
concern
• Client concern (variable)
• Configuration (variable)
• Competitor (embedded)

FIG. 11a.1: SPECIALIZED INDOC NET EMBODIMENTS – Case Studies
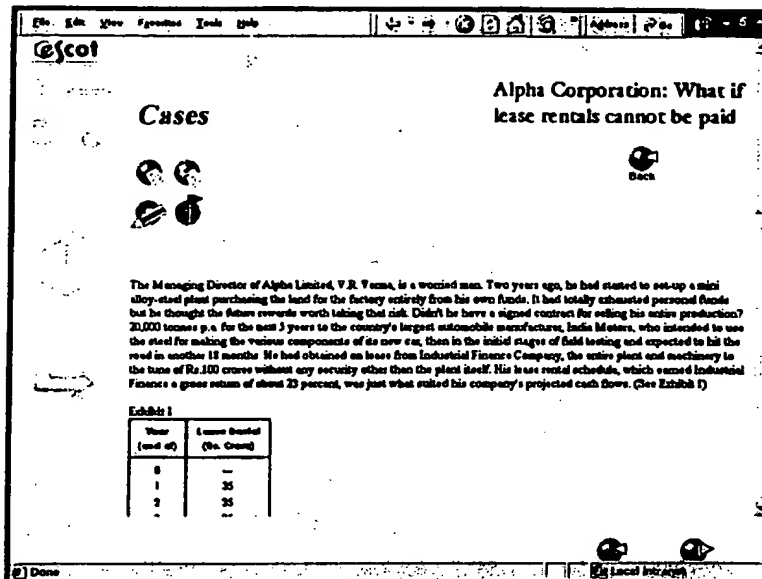
FIG. 11a.2
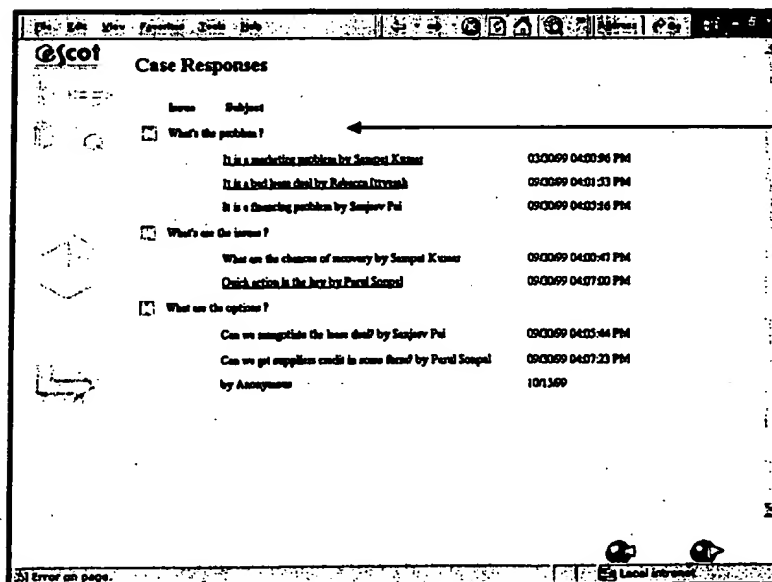
Dimensions of
concern
derived from
the insight
architecture

FIG. 11a.3
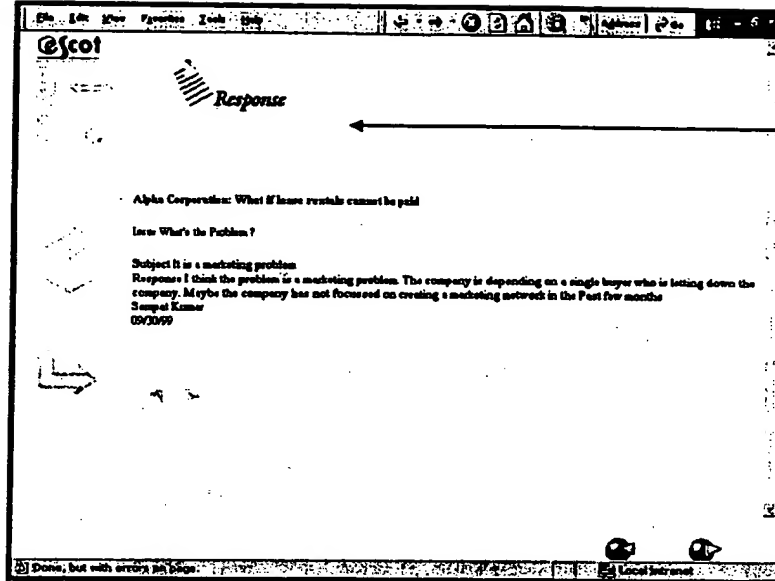
Retrieve tacit knowledge fragments embedded in the document cluster

FIG. 11a.4
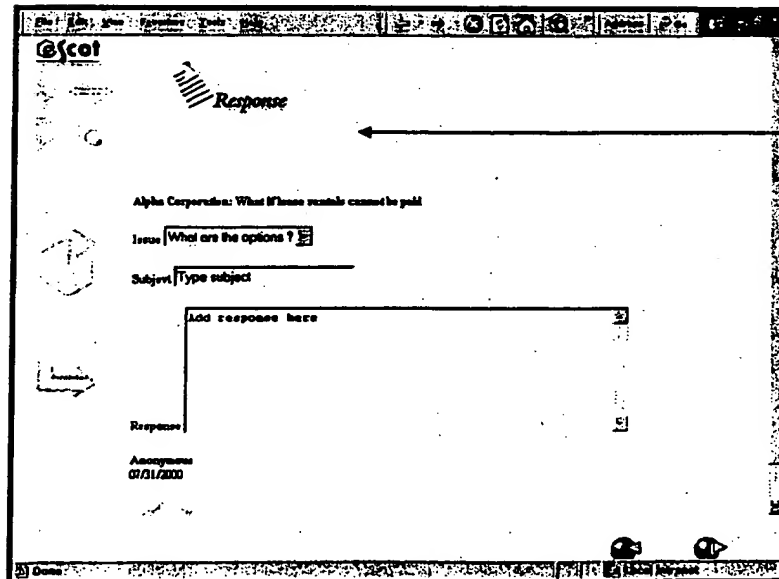
Add tacit knowledge which gets embedded into the document cluster in the content structure
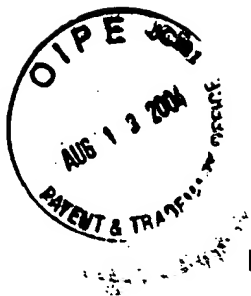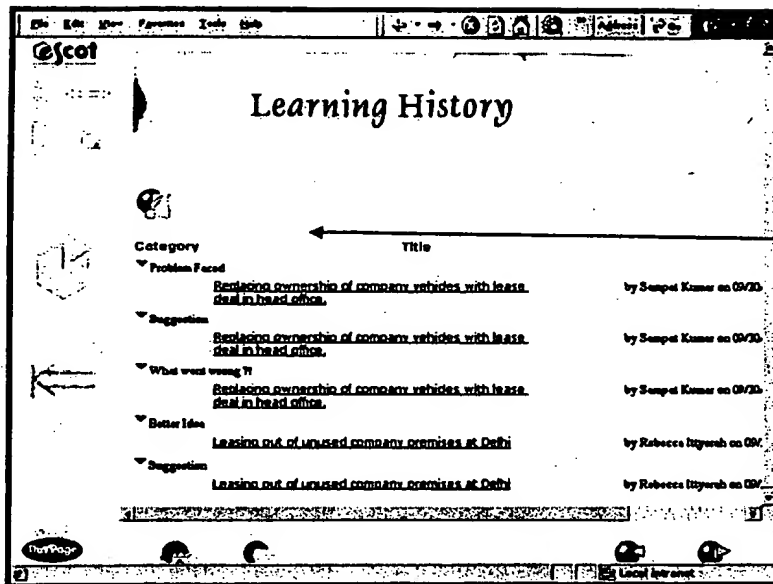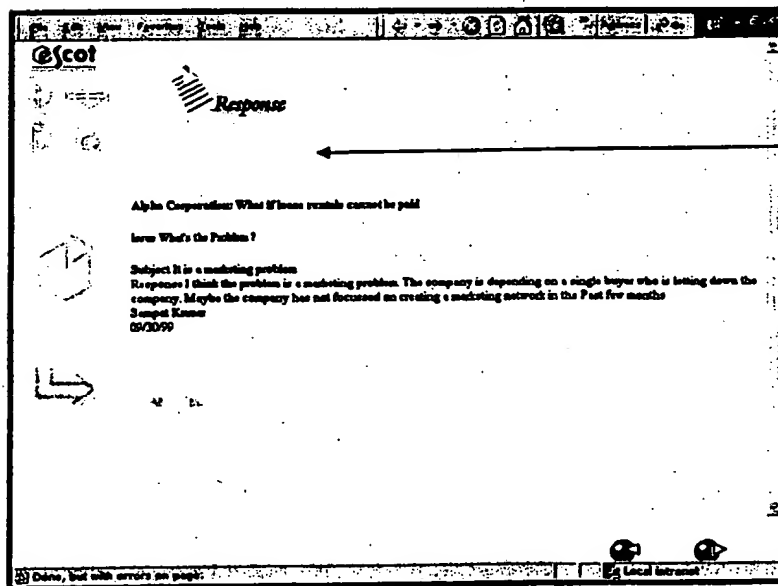
FIG. 11b.1: Learning History

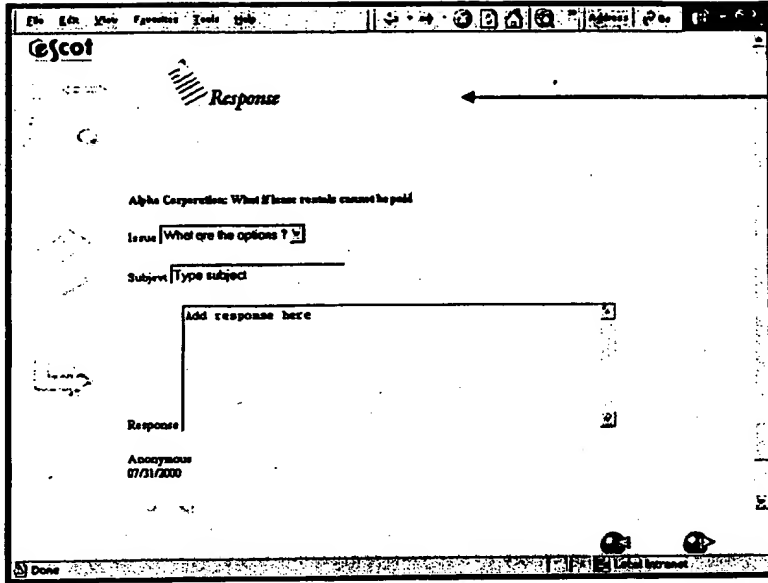Dimensions of concern derived from the insight architecture

FIG. 11b.2

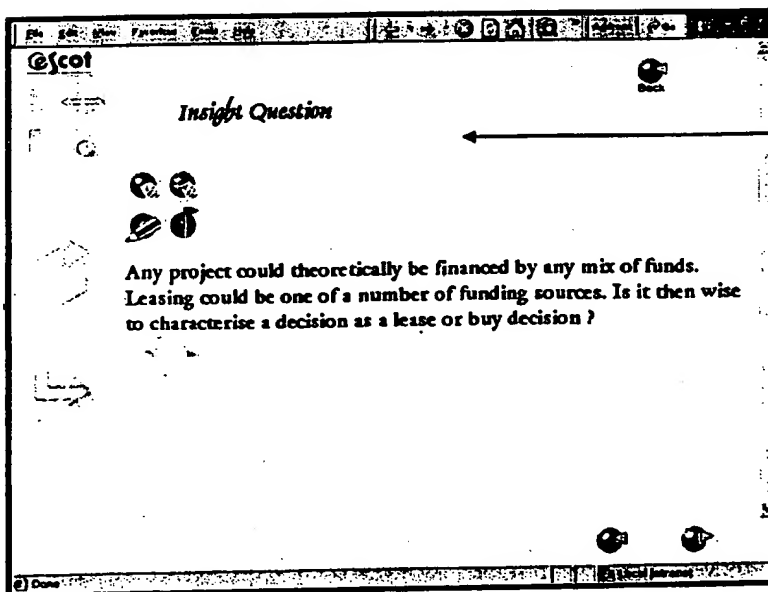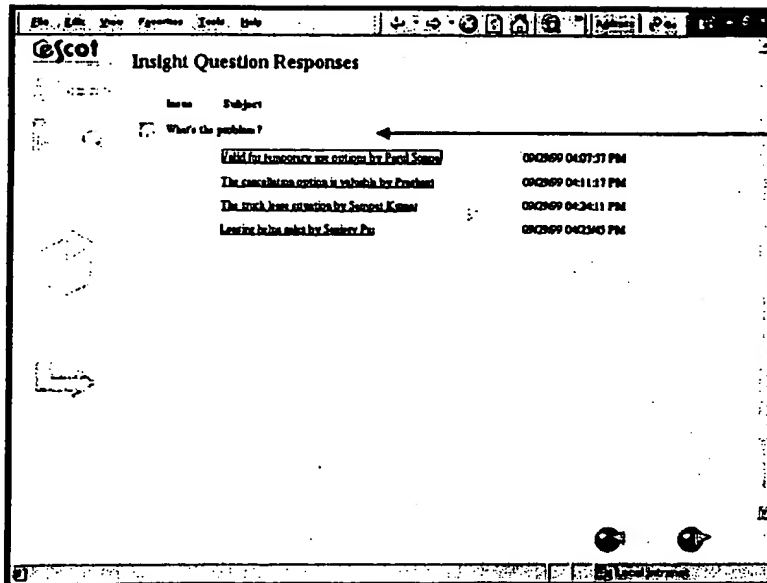Retrieve tacit knowledge fragments embedded in the document cluster

FIG. 11b.3

Response

Alpha Corporation: What if Issue rentals cannot be paid

Issue [What are the options ? ▼]

Subject [Type subject]

Add response here

Response

Anonymous
07/31/2000

Add tacit
knowledge
which gets
embedded into
the document
cluster in the
content
structure

FIG. 11c.1: Insight Questions

Insight Question

Any project could theoretically be financed by any mix of funds.
Leasing could be one of a number of funding sources. Is it then wise
to characterise a decision as a lease or buy decision ?

Dimensions of
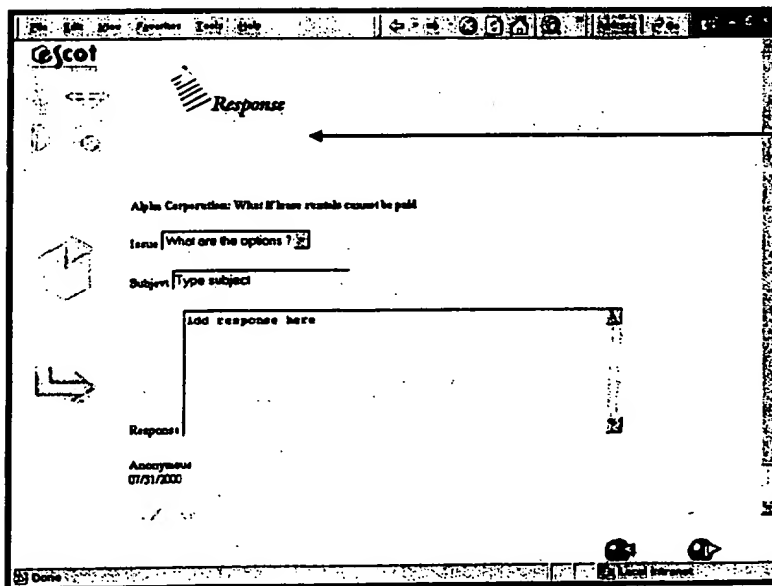concern derived
from the insight
architecture

FIG. 11c.2

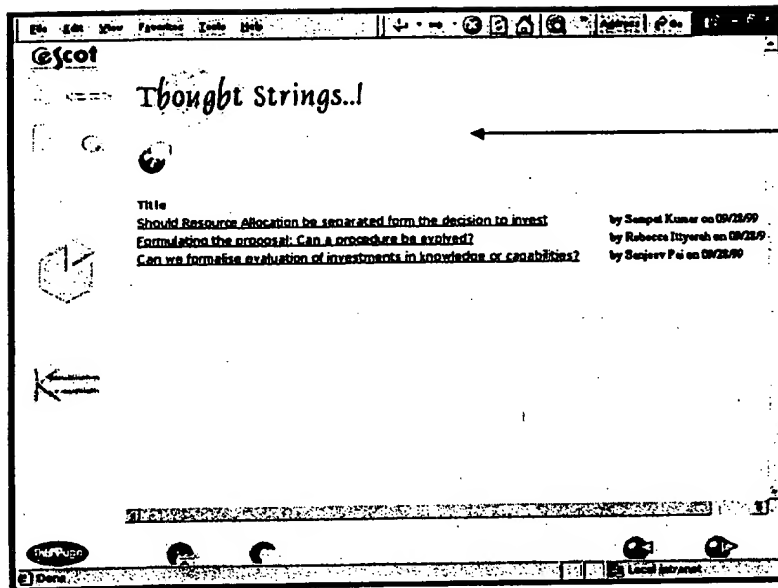Retrieve tacit knowledge fragments embedded in the document cluster

FIG. 11c.3

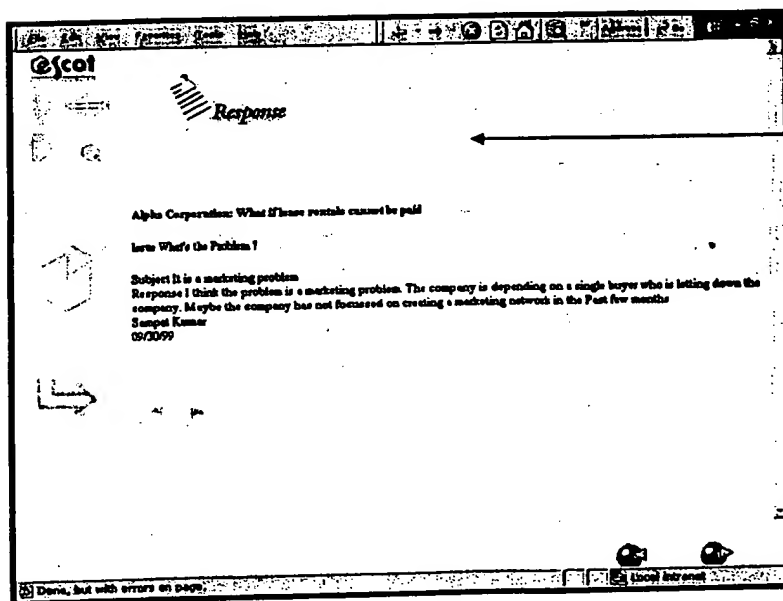Add tacit knowledge which gets embedded into the document cluster in the content structure

FIG. 11d.1: Thought String

Dimensions of concern derived from the insight architecture

FIG. 11d.2

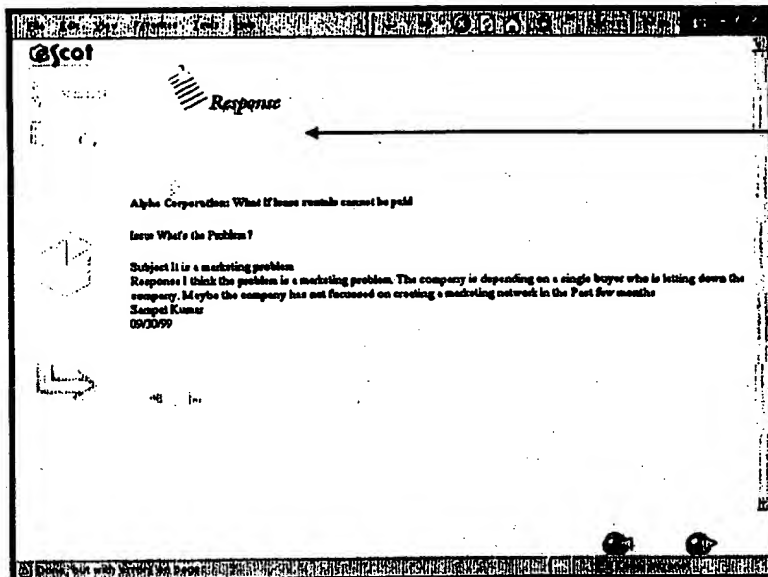Retrieve tacit knowledge fragments embedded in the document cluster

FIG. 11d.3

Add tacit
knowledge
which gets
embedded into
the document
cluster in the
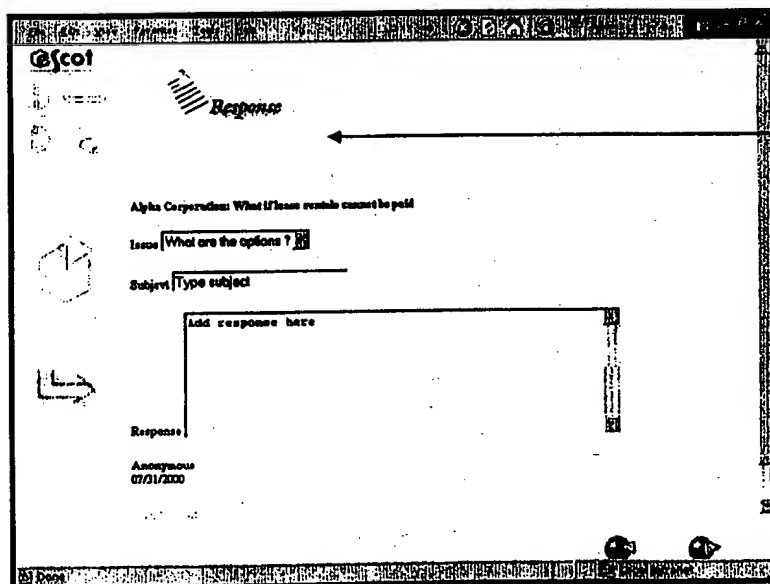content
structure

FIG. 11e.1: Trouble Shooting

Dimensions of
concern derived
from the insight
architecture

FIG. 11e.2

Retrieve tacit knowledge fragments embedded in the document cluster

FIG. 11e.3

Add tacit knowledge which gets embedded into the document cluster in the content structure